



Joseph P. Bort MetroCenter
101 Eighth Street
Oakland, CA 94607-4700
TEL 510.817.5700
TDD/TTY 510.817.5769
FAX 510.817.7848
E-MAIL info@mtc.ca.gov
WEB www.mtc.ca.gov

Memorandum

TO: BATA Oversight Committee

DATE: June 4, 2014

FR: Executive Director

W. I. 1253

RE: Contract Amendment – On-Call Design Services: FasTrak[®] Regional Customer Service Center Technical Assistance: Jacobs Engineering Group, Inc. (\$665,000)

This item would authorize a contract amendment with Jacobs Engineering Group, Inc. (Jacobs) to provide technical assistance for the FasTrak[®] Regional Customer Service Center project in an amount not to exceed \$665,000 over a period ending June 30, 2015.

Background

BATA is responsible for the operation of the FasTrak[®] Regional Customer Service Center (RCSC) which includes customer account management, processing of BATA, Golden Gate Bridge Highway and Transportation District, and Express Lane toll transactions and violations, call answering, tag distribution, violation notice processing, payment processing, automatic credit card account replenishment, web site management, violation image review, customer correspondence and the RCSC system maintenance. BATA entered into a contract in March 2013 with Xerox State and Local Solutions, Inc. to develop system upgrades and perform ongoing operation of the RCSC through October 2019. The deployment of the new RCSC system is scheduled for November 2014.

In January 2011, after a competitive procurement, this Committee authorized the Executive Director to enter into contracts with nine firms, including Jacobs, to provide on-call project design services. Jacobs was selected to perform design services in the area of Intelligent Transportation Systems (ITS). In December 2012, this Committee authorized a contract amendment with Jacobs to assist with contract oversight of the selected RCSC vendor including assistance with design document review, system testing and data migration validation, and monitoring operations for the first six months of new RCSC operation until December 2014. Since that authorization, changes have occurred with the RCSC contract including a three month schedule slip and a temporary relocation. In addition, staff has found additional review effort is needed for the RCSC document deliverables and system testing oversight. Staff is now requesting approval of additional funds in the amount of \$665,000 to assist with these efforts through final system acceptance in June 2015.

Recommendation

Staff recommends that the Committee authorize the Executive Director or his designee to negotiate and enter into a contract amendment with Jacobs in an amount not to exceed \$665,000 to provide technical assistance for the FasTrak[®] RCSC contract, subject to the approval of the FY 2014-15 Toll Bridge Operating and Capital Budgets.


Steve Heminger

SH:bz

REQUEST FOR COMMITTEE APPROVAL
Summary of Proposed Contract Amendment

Work Item No.:	1253
Contractor:	Jacobs Engineering Group, Inc., San Francisco, CA
Work Project Title:	FasTrak® Regional Customer Service Center (RCSC) Technical Assistance
Purpose of Project:	Contract Oversight Assistance for RCSC
Brief Scope of Work:	Provide technical assistance for implementation of RCSC contract including reviewing design documents, validation of testing, and operations monitoring, system acceptance and transition to temporary location
Project Cost Not to Exceed:	This amendment - \$665,000 Current contract amount before this amendment -\$2,390,000 Maximum contract amount after this amendment-\$3,055,000
Funding Source:	Toll Bridge Rehabilitation Program Budget contained within the Toll Bridge Capital Budget
Fiscal Impact:	Funds to be included in the Toll Bridge Rehabilitation Program Budget for FY 2014-15, subject to approval.
Motion by Committee:	That the Executive Director or his designee is authorized to negotiate and enter into a contract amendment with Jacobs Engineering Group, Inc. for RCSC technical assistance as described above and in the Executive Director's Memorandum dated June 4, 2014, and the Chief Financial Officer is directed to set aside funds in the amount of \$665,000 for such contract amendment, subject to the approval of the FY 2014-15 Toll Bridge Operating and Capital Budgets.
BATA Oversight Committee:	
	<hr/> Bill Dodd, Chair
Approved:	Date: June 11, 2014